

*Come work at CDSS where . . .*

# People come First!

## THE ADULT PROGRAMS DIVISION

HAS AN IMMEDIATE OPENING IN THE  
OPERATIONS & QUALITY ASSURANCE  
PROGRAM INTEGRITY & TRAINING UNIT  
FOR THE FOLLOWING POSITION: 906-5157/5393-725

### **STAFF SERVICES ANALYST/ASSOCIATE GOVERNMENTAL PROGRAM ANALYST**

\*\*\*\*ALL HIRES ARE SUBJECT TO HIRING FREEZE AND/OR  
BUDGET APPROVAL



## EMPLOYMENT OPPORTUNITY

Interested in working for a Program that is delivered through California's 58 counties and assists in providing domestic and personal care services to aged, blind and disabled recipients?

The Department of Social Services, Adult Programs Division has an immediate opening to help you fulfill your desire to serve California's most fragile residents.

Come join a wonderful group of highly skilled and motivated individuals who are out to make a difference in the lives of those in need.

To find out more information and view a copy of the duty statement, please click on the appropriate link. Once you have viewed the information if you still have questions, please contact Cathi Taylor at 916-229-4346.

Your signed state application can be mailed/faxed to the location specified below, or e-mailed to [cathi.taylor@dss.ca.gov](mailto:cathi.taylor@dss.ca.gov). Please put the position number on your state application.

Applications will be evaluated based on eligibility and desired qualifications, and interviews may be scheduled. All appointments are subject to SROA/Surplus provisions.

**CDSS EMPLOYEES ARE ENCOURAGED TO APPLY.**

**Final File Date:** **October 18, 2010**

If interested and would like to be part of the CDSS mission to make a difference in the life of a child, a family or an elderly person, please submit your application to:

**Contact Information:** Cathi Taylor  
744 P Street MS 19-92  
Sacramento, CA 95814  
916-229-4346 / 916-229-3155 (fax)

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES  
ADULT PROGRAMS DIVISION  
OPERATIONS AND QUALITY ASSURANCE BUREAU  
PROGRAM INTEGRITY AND TRAINING UNIT**

**STAFF SERVICES ANALYST  
DUTY STATEMENT**

**CONCEPT OF POSITION**

Under the supervision of the Staff Services Manager I (SSM I), the Staff Services Analyst (SSA) will work in the Quality Assurance Program Integrity and Training Unit performing a variety of administrative functions related to the activities of the Adult Programs Division, Operations and Quality Assurance Bureau. The primary functions include; working with the contractor for the In-Home Supportive Services (IHSS) training, including all phases of contract procurement and monitoring training sessions as needed. Other activities include working with the Department of Health Care Services (DHCS) on IHSS fraud/program integrity issues as needed such as assisting in conducting unannounced home visits to IHSS recipients to protect program integrity and researching and compiling background information for assistance in responding to questions from counties regarding fraud issues. Unit staff will also be responsible for maintaining statistical data regarding county and state fraud findings and writing summary reports of the data, assisting in the development of regulations and policies/procedures and preparing All-County Letters/Information Notices (ACLs/ACINs), Memorandums, etc.

**A. RESPONSIBILITIES OF POSITION**

- 20% Perform the duties related to statewide IHSS Training and review course materials prepared by the contractor to ensure consistency with regulations and policy. Also attend curriculum development meetings, training pilots, and training sessions as needed.
- 20% Act as liaison with counties and DHCS on fraud-related measures.
- 20% Identifying program fraud issues and responding to the more complex written and telephone inquiries from county staff, advocates, and the public regarding fraud issues.
- 15% Conduct unannounced home visits to IHSS recipients.
- 15% Travel related to duties listed above.
- 5% Preparing ACLs/ACINs, etc.
- 5% Other related duties, as defined by the Unit Supervisor.

B. SUPERVISION RECEIVED

The SSA is directly supervised by the Unit Supervisor (SSM I), but may receive some assignments and direction from a lead analyst on some projects.

C. ADMINISTRATIVE RESPONSIBILITY

None

D. PERSONAL CONTACTS

The SSA will have frequent contact with the contractors, county social services staff, other departmental personnel, advocates, the general public, and other state agencies.

E. ACTION AND CONSEQUENCES

Failure to use good judgment in handling assignments and imparting information could result in misspent program dollars or litigation against the department, as well as a negative impact on the success of the QA Initiative.

F. OTHER INFORMATION

The SSA must have the ability to establish effective working relationships; possess good written and verbal communication skills; possess an understanding of basic statistical concepts and terminology; have MS Excel skills; ability to work cooperatively and effectively independently and as part of a team; work under pressure and complete assignments in a timely manner.

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES  
ADULT PROGRAMS DIVISION  
OPERATIONS AND QUALITY ASSURANCE BUREAU  
PROGRAM INTEGRITY AND TRAINING UNIT**

**ASSOCIATE GOVERNMENTAL PROGRAM ANALYST  
DUTY STATEMENT**

**CONCEPT OF POSITION**

Under the supervision of the Staff Services Manager I (SSM I), the Associate Governmental Program Analyst (AGPA) will work in the Quality Assurance Program Integrity and Training Unit performing the more complex activities of the Adult Programs Division, Operations and Quality Assurance Bureau. The Unit's primary functions include working with the contractor for the In-Home Supportive Services (IHSS) training, including all phases of contract procurement and monitoring training sessions as needed. Other activities include working with the Department of Health Care Services (DHCS) on IHSS fraud/program integrity issues as needed such as conducting unannounced home visits to IHSS recipients to protect program integrity and responding to a variety of questions from counties regarding fraud issues. Duties also include maintaining statistical data regarding county and state fraud findings and writing summary reports of the data, development of regulations and policies/procedures and preparing All-County Letters/Information Notices (ACLs/ACINs), Memorandums, etc.

**A. RESPONSIBILITIES OF POSITION**

- 20% Performs duties related to statewide IHSS Training and reviews course materials prepared by the contractor to ensure consistency with regulations and policy. Also attends curriculum development meetings, training pilots, and training sessions as needed.
- 20% Act as liaison with counties and DHCS on fraud-related measures.
- 20% Identifying program fraud issues and responding to the more complex written and telephone inquiries from county staff, advocates, and the public regarding fraud issues.
- 15% Conduct unannounced home visits to IHSS recipients.
- 15% Travel related to duties listed above.
- 5% Preparing ACLs/ACINs, etc.
- 5% Other related duties, as defined by the Unit Supervisor.

B. SUPERVISION RECEIVED

The AGPA is directly supervised by the Unit Supervisor (SSM I), but may receive some assignments and direction from a lead analyst on some projects.

C. SUPERVISION EXERCISED

The AGPA is a journey-level position and may be required to act in a lead capacity on special projects and/or for the Unit Supervisor in his/her absence.

D. ADMINISTRATIVE RESPONSIBILITY

None.

E. PERSONAL CONTACTS

The AGPA will have frequent contact with the contractors, county social services staff, other departmental personnel, advocates, the general public, and other state agencies.

F. ACTION AND CONSEQUENCES

Failure to use good judgment in handling assignments and imparting information could result in misspent program dollars or litigation against the department, as well as a negative impact on the success of the QA Initiative.

G. OTHER INFORMATION

The AGPA must have the ability to establish effective working relationships; possess excellent written and verbal communication skills; possess an understanding of basic statistical concepts and terminology; have strong MS Excel skills; ability to work cooperatively and effectively independently and as part of a team; work under pressure and complete assignments in a timely manner.